



Introducing  
Hosted Samsung Communicator



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Hosted Samsung Communicator (HSC) is a premium hosted telephony solution based on the popular Samsung Communication Manager IP phone system. It provides the functionality of an enterprise class on-premises unified communication system, with the flexibility of a hosted solution.



## No compromise

Demand for a Samsung hosted solution has been growing for some time, but we resisted the pressure to launch just another 'me-too' product.

Instead, we took our time creating a solution that stands out from everything else on the market and delivers true Samsung quality.

Now, traditional users of hosted telephony, such as small businesses and larger enterprises with a network of smaller branches, don't have to settle for second best.

Hosted Samsung Communicator (HSC) combines the flexibility of a hosted model, with the functionality and security previously only available from an on-premise system.

HSC is the only hosted telephony solution to offer:

- Smartphone integration, with call recording
- End-to-end security and encryption
- Full phone system features

With HSC, they get all the functionality of a Samsung Communication Manager IP phone system, and none of the drawbacks of an on-premise system such as installation, maintenance and upgrades.

And this is just the start.

## Expandable platform

Just like Samsung Communication Manager, HSC provides a platform for additional functionality, all hosted in the cloud.

Add CTI functionality that links HSC to a customer's computer, so that customers can manage calls via their PC and see who is calling before picking up the phone.

Samsung Contact Centre is an option, giving customers the opportunity to streamline call handling, with automatic call distribution, skills-based call routing, self-service options, call monitoring recording and automatic diallers.



## The Benefits of Hosted

Hosted IP telephony is an increasingly popular option for organisations with very different requirements:

- Small and micro businesses can enjoy big system features without capital expenditure.
- Growing businesses have complete flexibility to add or remove users in an instant.
- Businesses that have expanded through mergers and acquisitions can easily integrate new offices into the communications structure.
- Enterprises with numerous small sites nationwide, e.g. a builders merchant, bank or estate agent, can save money by using a hosted solution instead of having a phone system in every location.

With the launch of HSC, organisations that might have discounted hosted telephony in the past, due to security fears, such as hospitals, government organisations or education providers, can now enjoy its many benefits.

## For customers

- Easy scalability from 1 to 3,000 users per site.
- No capital expenditure on equipment, just a monthly usage fee.
- No requirement for on-premises equipment – all you need is a handset and/or a Samsung smartphone.
- Easy integration of remote workers and other offices.
- Automatic maintenance and upgrades, with no need for site visits – everything takes place in the cloud.

- Future-proof – users always have access to the latest system features.
- Big system security included in the monthly fee.
- Resilience – instead of having to install two systems on your premises with two separate network connections to different BT exchanges, everything is dealt with in the hosted environment.
- Certified security – giving you piece of mind that your communications are secure and any data held is secure and controlled under UK law.



Deskmob, smartphone or both?  
Hosted Samsung systems can  
accommodate any preference.



# The Samsung difference

**Samsung's much anticipated hosted solution is optimised to deliver the flexibility, mobility and security demanded by today's end users.**

**Drawing on Samsung's expertise in smartphone technology and enterprise security, we have created the industry's most complete solution, giving our customers unrivalled access to their data for the purposes of accountability, compliance and duty of care.**

## Mobile integration

Hosted Samsung Communicator offers true, no compromise mobile integration.

Customers can use smartphones or desk phones as their handset of choice, or they can use both. They can start with desk phones and later add smartphones and vice versa. HSC supports all deployment models, including landlines, smartphones, tablets and softphones, in any combination.

The use of Samsung devices optimises speech quality and the customer experience, so that when deskphones and Samsung smartphones are used together, they can be fully integrated. Incoming calls can ring on both handsets and calls can be transferred from one to the other, mid-conversation, with no break in the speech path.

## Mobile device management

HSC customers enjoy the benefits of a powerful mobile device management system for monitoring and controlling smartphone usage.

A LITE version of Samsung SDSE's Mobile Device Management System (MDMS) lets administrators and managers track where the company's phones are, see what

they are being used for and monitor and control them remotely.

IT administrators can turn devices on and off through the portal; turn mobile data on and off; wipe a device remotely; block SMS messages; delete unauthorised apps; view call logs, including the top 10 numbers dialled; access telemetry information; track the location of mobiles; and receive alerts if a phone has not been used for a certain period.

This information is not just for the benefit of managers. It helps improve data security, aiding compliance with GDPR regulations, and helps you fulfil your duty of care to employees. In an emergency, lone workers can press a combination of buttons on their device to transmit an SOS and their GPS location.

## Call recording for landlines and mobiles

A key feature of the MDMS is the recording of mobile calls, including text messages. This enables HSC customers to record calls landline to landline, mobile to mobile and between mobiles and landlines. When enabled by the administrator, call recordings happen automatically in the background without any interruption to communication.

Samsung smartphone and tablet users can record images and 10-second video snapshots and mark them with a date stamp and GPS location.

They can also record calls from other locations. Using Indirect Access (IDA), a home worker or temporary contractor can make calls from a home office or other site through the system and give out one number, which will redirect an inbound call to their location, ensuring that those calls, too, are recorded.

Recordings are encrypted and stored securely in the cloud, free of charge for six months, after which customers can choose to pay for longer-term storage or download the data to their own systems.

## Call recording benefits

**For your business:**

- Record conversations and provide an audit trail of transactions for compliance with new MiFID2 regulations for financial services, which require the recording of all financial transaction information, including text messages.
- Take photos for proof of work or proof of delivery – and create an audit trail.



- Record phone conversation for training purposes – and attach notes to them.
- Monitor mobile devices and delete unauthorised apps and prevent them from being re-loaded to protect systems and maximise staff productivity.
- Wipe devices remotely to protect data from lost or stolen smartphones / tablets.
- Track the whereabouts of individual devices in real-time (down to 5 second intervals) with location mapping on Google Maps.

#### For your employees:

- Record calls as back-up for employees in case of a dispute with a customer
- Take photos and video as evidence of work done or problems that need to be addressed.
- Protect lone workers by monitoring their whereabouts and providing alerts in case of danger
- Prevent spam/harassment by blocking texts from certain numbers

## Security

With responsibility for all aspects of the solution, from mobile devices and handsets to broadband connectivity and cloud datacentres, HSC is able to prioritise call quality and end-to-end data security.

Voice communications between the customer's premises and data centre are secured and encrypted using TLS and SRTP protocols. Communications with the handsets are also secured, without the need for VPNs or other complex deployments.

This includes Samsung smartphones protected by the built-in KNOX security system, which has achieved Common Criteria and CESG accreditation, indicating its compliance with Government security standards.

Voice recordings and MDMS data are stored in four geographically diverse UK data centers. These are built and managed in line with recommendations laid down by the Centre for the Protection of National Infrastructure (CPNI), which stipulates 99.999% uptime.

Data centres are ISO9001 and ISO27001/2 certified and offer N+1 redundancy plus mirroring in a second datacentre, with load balancing between the two. If one system goes down, the other site automatically takes over without any break in communication.

The data centres are also ISO22301 certified, for business continuity, and are governed under UK law so they cannot be accessed by third parties.

## Full functionality

HSC is based on Samsung Communication Manager (SCM) and unlike most other hosted solutions provides all the telephony features you would expect from an on-premise IP PBX. This extends to features like busy lamp fields and operator consoles which show the status of other users on the system.

Having exactly the same feature set on both the on-premise and hosted variations of SCM gives customers the flexibility to move to (or from) a hosted solution at any time, with no loss of functionality. The phone system, the functionality, the handsets are all the same; only the system's location changes.

# Hosted Samsung features

If your company is still using a traditional PBX telephone system, now is the right time to consider moving to a hosted solution that can realise all the benefits that IP hosted telephony offers, with configurations available for 1 to 3,000 users.

**Hosted Samsung Communicator** is available with a selection of Samsung handsets and Samsung smartphones, and requires no PBX maintenance contracts or upgrades. We are responsible for system upgrades ensuring your software is always up to date, and you have access to the latest features and will be able to add other devices such as conference phones, door entry systems and other specialist devices as they become available.

HSC brings the features and functionality of a large corporate telephone system within the reach of all, and enables organisations to integrate mobile devices and manage their entire telephony estate from a user friendly portal, across multiple sites and down to individual users.

## **Manage flexible working**

HSC is a flexible solution, perfect for homeworkers or staff that work out of the office. HSC makes flexible working a reality.

## **Get new features immediately**

HSC already has a host of great features that are included. As new features and options are developed and released, users have access without the need for system upgrades

## **Work with smart devices**

Intergrate your smart devices and switch between your desk phone and your mobile phone, without dropping the call.

## **Single Source Manufacture**

Use a single trusted brand throughout your communications network, Samsung products optimise speech quality and system security from desk handsets to mobile devices.

## **Multi-site deployment**

Connect multiple sites through one intergrated system. Transfer calls seamlessly, integrate corporate directories and implement time or skills based call schedules.

## **Reliable and scalable**

HSC provides a reliable communication solution for your business that is easy to scale as you grow. New extentions can simply plug in to the existing network and can be provisioned through the user portal.

## **Cutting-edge security**

Other hosted systems may provide security to and from the datacentre, but HSC is the only hosted telephony solution that can offer certified end to end security not only to the desk handsets, but also to Samsung mobile devices, thanks to Samsung KNOX.

Only the KNOX-hardened Android platform protects your infrastructure with its multi-level approach to security. Samsung KNOX is so secure, in fact, that it's been approved for use by the world's most secure government entities.

Samsung KNOX represents an unmatched value for you and your company by saving resources, time and money. There is no costly infrastructure needed. A wide variety of Samsung devices – priced for every enterprise budget – are KNOX-enabled right out of the box. And you can rest assured that as technology advances, Samsung will be there to keep you ahead of the curve.

Samsung **KNOX**



# Channel focus



We believe local suppliers build stronger relationships with their customers and develop a better understanding of their needs.

We choose our resellers for their expertise in specifying and installing business communications systems. Many also have in-depth knowledge of specific industries and have been instrumental in developing specific solutions for customers.

To find out more about how our business communication systems can help your business grow, please contact us.

[www.msdigital.com/hosted-samsung-communicator](http://www.msdigital.com/hosted-samsung-communicator)